

Using Spam Filtering Features

The DHS Anti-Spam system blocks viruses, phishing attacks, and spam before it arrives in your inbox. For best results however, some management is required. Please follow the instructions below to get the most out of your DHS Anti-Spam account:

- [Managing Messages using Spam Quarantine Report](#)
- [Managing Messages using Portal](#)
- [Managing Messages using Outlook Plugin](#)

Managing Messages using Spam Quarantine Report

If any messages are caught by DHS Anti-Spam technology, you will receive the "Spam Quarantine Report" in your email inbox. It lists messages that fall below a defined spam likelihood threshold. Messages above this defined threshold are automatically rejected and are not listed in the digest. We suggest you review each digest using the following directions:

 You will receive the "Spam Quarantine Report" once per date when at least 1 new message has been quarantined as potential spam.

1. **Review your messages:** Examine the messages in your report and note any messages that are NOT spam. You can securely view any message by clicking on the subject line of the message as shown below. Each message in the digest lists the date the message was sent, the message subject line, the message sender, and a spam score (the system gives messages a higher score that are more likely to be spam).

SPAM MESSAGES (174)

Date	From	Subject	Score	
Fri 15 Apr 14:56	bounce-85_html-175788161-7264065-7209585-13074@bounce.messages.xoom.com	Your monthly statement	3.07	Deliver Delete Allow Block
Fri 15 Apr 15:39	messages@oag.ca.gov	John, I have one question for you	4.98	Deliver Delete Allow Block
Sat 16 Apr 19:17	bounces+1.42099.1429124-spamtitan=titanhq.com@fddkim.titanhq.com	This support email address is being disabled!	4.99	Deliver Delete Allow Block

2. **Select an Action:** For each message, select one of the following actions:
 - a. **Deliver:** Clicking "Deliver" will release the message from your spam quarantine and deliver it to your inbox within a few minutes.
 - b. **Allow:** Clicking "Allow" will have the message delivered to your inbox and prevent future emails from the sender from being quarantined
 - c. **Block:** Clicking "Block" will add the sender address to your personal blocklist.
 - d. **Delete:** Clicking "Delete" will have the message permanently removed from your quarantine report.

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Sat 16 Apr 19:17	bounces+1.42099.1429124-spamtitan=titanhq.com@fddkim.titanhq.com	This support email address is being disabled!	4.99	Deliver Delete Allow Block

Managing Messages using Portal

Additional options are available when using the Anti-Spam portal and you can access quarantined messages at any time. To access the anti-spam portal, refer to the following instructions:

1. **Browse to Anti-Spam Portal:** Click the Quarantine Management link on the bottom of any DHS Anti-Spam Digest email or browse to <https://antis-pam.dhsforyou.com>.
 - To view your entire quarantine inbox or manage your preferences: [Click here](#)
 - To delete all of the messages: [Click here](#)
 - Messages will be automatically deleted from quarantine after 21 days.



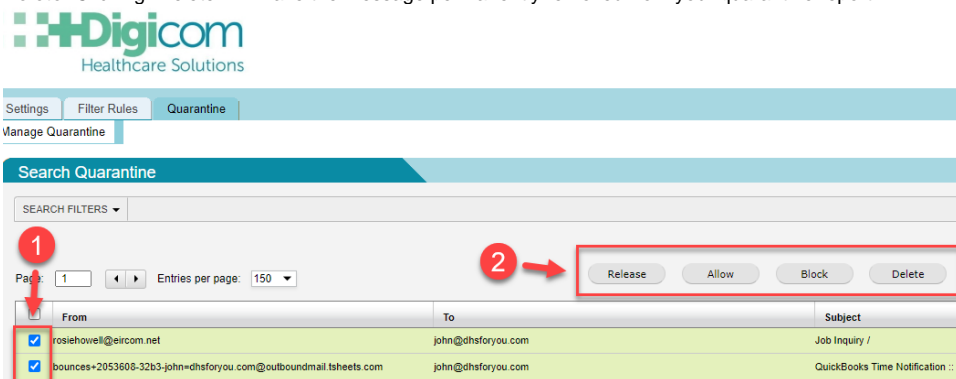
Powered by TitanHQ

2. **Log in** using your email address and email password (usually the same as your computer password).

3. **Review Messages:** Examine the messages in your portal account and note any messages that are NOT spam. You can click to open and view any message for more detail if desired. Each message in the portal lists the date the message was sent, the message subject line, the message sender, and a spam score (the system gives messages a higher score that are more likely to be spam).
4. **Select Messages:** Check box to left of any message to select messages to apply one of the actions below to.

i You may also double click any message to view it's contents.

5. **Select an Action:** For each message, select one of the following actions:
 - a. **Release:** Clicking "Release" will release the message from your spam quarantine and deliver it to your inbox within a few minutes.
 - b. **Allow:** Clicking "Allow" will have the message delivered to your inbox and prevent future emails from the sender from being quarantined
 - c. **Block:** Clicking "Block" will add the sender address to your personal blocklist.
 - d. **Delete:** Clicking "Delete" will have the message permanently removed from your quarantine report.



i **ADVANCED USERS:** To block or allow a sender or domain at any time, click "Filter Rules" tab to create desired allow or block email delivery rules.

Managing Messages using Outlook Plugin

i The Spam Management Outlook plugin allows easy management messages within Outlook at any time without logging into Portal or accessing Spam Quarantine Report. The plugin indicated below is not installed by default - if you would like it installed on your computer, please contact the DHS Support Help Desk.

1. **Select Message:** In Outlook, select message you would like to apply an action to.
2. **Select an Action:**
 - a. **Flag as SPAM:** Click to train filter to QUARANTINE messages similar to selected message.
 - b. **Flag as HAM:** Click to train filter to ALLOW messages similar to selected message.
 - c. **Block List:** Click "Add to Block List" to block all future messages from sender.
 - d. **Allow List:** Click "Add to Allow List" to allow all future messages from sender.
 - e. **Check Listed:** Select one or more email messages to determine if senders are a member of "Allow" or "Block" lists.

f. **Request Quarantine Report:** Click to instantly request quarantine report.

